

PUBLIC SAFETY POWER SHUTOFFS

IMPORTANT SAFETY
INFORMATION FOR YOU



What is a Public Safety Power Shutoff (PSPS)?

With wildfire risk in our state continuing to grow, we are working year-round and nonstop to make our system safer. High winds can cause trees and debris to contact energized lines, damage our equipment and cause a wildfire. That is why, during severe weather, we may need to turn off power to help prevent wildfires.

We carefully review a combination of factors when deciding if power must be turned off.

These include, but are not limited to:



Low humidity levels,
generally 30% and below



Forecasted high winds above 20 mph and gusts above 30-40 mph



Condition of dry material on the ground and vegetation near lines



Red Flag Warning declared by the National Weather Service



Real-time observations
on the ground

Power lines travel long distances.

A line that serves your community may need to be shut off if severe weather affects even a portion of that line farther up the road. That is why your power may be shut off **even if it is not windy at your home or business.**

PUBLIC SAFETY POWER SHUTOFF

How can you prepare?



Is your contact information and language preference updated?

Update your information for notifications at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) or call **1-866-743-6589**.



Do you have an emergency plan?

Create a personalized plan and review safety tips at [safetyactioncenter.com](https://www.safetyactioncenter.com).



Do you rely on power for medical or mobility needs?

Enroll in our Medical Baseline Program at [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline).



Are you a solar customer considering battery storage?

Learn about assistance to cover up to 15% of the cost and make your home more resilient at [pge.com/batteryincentive](https://www.pge.com/batteryincentive).



Do you need additional resources?

Access food replacements and find information on financial assistance at [pge.com/disabilityandaging](https://www.pge.com/disabilityandaging).



Follow us on:



How is PG&E reducing the impact of PSPS events this year?

We know losing power disrupts lives.

That is why we are doing even more this year to help customers and communities before, during and after PSPS events. We are:

- **Partnering with community-based organizations** to provide food replacements, portable batteries and hotel stays to qualifying customers and those with medical needs
- **Providing better information** about when power will be turned off and back on, available in 16 languages
- **Offering more options for backup power**, including portable batteries and generator rebates for qualifying customers
- **Preparing additional Community Resource Center sites** to support customers



To learn more about PSPS events, visit [pge.com/psps](https://www.pge.com/psps).

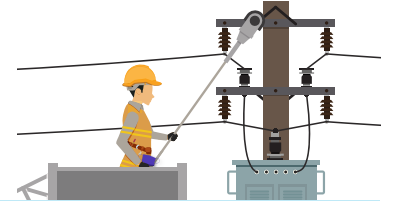
SUPPORTING YOU BEFORE, DURING AND AFTER



BEFORE



DURING



AFTER

More resources than ever before are available to support customers

■ **OUTAGE NOTIFICATIONS**

Update your language preference at pge.com/mywildfirealerts.

■ **LOCAL SUPPORT**

Find support and resources from local organizations for access and functional needs at disabilitydisasteraccess.org.

■ **TRANSPORTATION AND HOTEL ACCOMMODATIONS**

Access support provided through local Disability Disaster Access and Resource Centers for those who are power-dependent on medical or assistive technology devices at disabilitydisasteraccess.org.

■ **REAL-TIME INFORMATION**

Stay informed about the event at pge.com/pspsupdates.

■ **COMMUNITY RESOURCE CENTERS**

Find safe locations to go to charge your devices and get basic supplies at pge.com/crc.

■ **MEAL REPLACEMENTS**

Find food for you and your family through local food banks at pge.com/pspsresources.

■ **RESTORATION UPDATES**

Find out when to expect the power back on at pge.com/pspsupdates.

■ **POST-EVENT FOOD SUPPORT**

Find local food banks to access meal replacements up to three days after power is restored at pge.com/pspsresources.

■ **STAY PREPARED**

Restock your supply kit and update your emergency plan at safetyactioncenter.com.

NEW FOR 2021

Self-certify for Vulnerable

Customer status | You can now sign up to receive additional PSPS notifications, including an in-person visit if needed, if anyone in your home has a condition that could become life threatening if power is disconnected.



Apply at: pge.com/vcstatus

Address Alerts | Receive notifications about PSPS events for any additional addresses you care about, such as:

- The home of a friend or loved one
- Your child's school or day care
- Your work or business

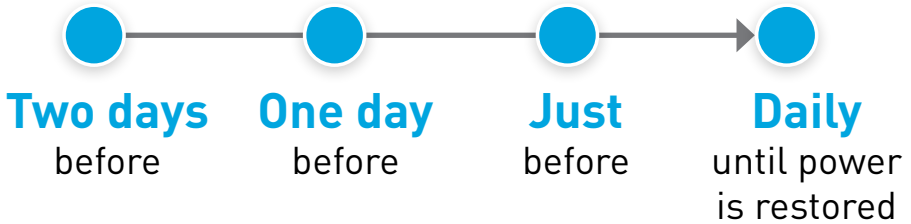


Enroll at: pge.com/addressalerts

How will you know about a PSPS?

We will share what we know as soon as we can, keeping in mind that weather can be uncertain and change quickly.

You will be notified in advance through automated calls, texts and emails.



We will also use pge.com, social media, local news and radio outlets to keep you informed and updated.



Make sure your contact information is up to date.
Visit pge.com/mywildfirealerts.

Watch for notifications about potential PSPS events from:

CALLS

1-800-743-5002

TEXTS

976-33

EMAILS

PGECustomerService@notifications.pge.com



Save PG&E's number (1-800-743-5002) as a contact in your phone, so you know when we are trying to reach you.